

Natural Gas Customers:

Important gas safety information regarding your pipelines



PG&E is responsible for maintaining the system that delivers natural gas, up to and including the gas meter.

Customers are responsible for the maintenance of customer-owned piping on their property.

Customer (or customer-owned) gas lines refer to all above ground and buried pipelines running from the customer's gas meter to their house or business, including pipelines leading into a building or home to any gas-fired equipment or appliance.

Typically, PG&E does not maintain or inspect customer-owned gas lines, so we've included some safety and maintenance information for you on the reverse side of this flyer. **To speak with one of our gas safety specialists, please call PG&E at 1-888-743-7431 or visit us at [pge.com/safety](https://www.pge.com/safety).**



Together, Building
a Better California



Maintain and inspect

Maintenance is important to prevent pipeline leakage. We recommend that you periodically have your gas lines inspected for leaks and corrosion. A licensed plumber or contractor can help

you locate, inspect and repair pipelines on your property. Pipelines should be repaired immediately if corrosion or any other unsafe condition is discovered.

Para ayuda en español, por favor llame al 1-800-660-6789

要用粵語/國語請求協助，請致電 1-800-893-9555

Để được giúp đỡ bằng tiếng Việt, xin gọi 1-800-298-8438

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Prevent damage—dig and plant safely!

Damage from digging is a common cause of pipeline accidents. Whether you are putting up a fence or planting a garden, **call 811 or visit california811.org at least two working days before starting any digging project.** Contractors are required by law to contact **811**.

This **FREE** service notifies PG&E and other utilities to locate and mark the approximate location of their underground lines.

Digging still poses a risk to customer-owned gas lines since these lines cannot be located by contacting **811**. A licensed contractor or plumber can help you locate these lines. Remember to keep a record for future work.



Learn about Excess Flow Valves (EFV)

An EFV is a safety device that automatically closes and significantly restricts unplanned or excessive natural gas flows in the event the pipeline is severed by digging. Please visit pge.com/excessflowvalve to learn more.